

**State of Connecticut
State Department on Aging
Long Term Care Ombudsman Division
Job Opportunity**

Regional Long Term Care Ombudsman

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Posting Date: November 4, 2014

Closing Date: November 11, 2014

The State Department on Aging, Long Term Care Ombudsman Division, is currently accepting applications to fill one (1) Regional Long Term Care Ombudsman position in our Norwich Office.

**Open To: The Public and State Employees
(Candidates who have taken and passed Exam Number 130350)**

Position: Regional Long Term Care Ombudsman

Position Number 109017

Bargaining Unit: Professional Health Care Employees (P-1)

Salary Range: \$64,435.00 - \$87,338.00 Annually (FP- 23)

Work Schedule: 8:00 a.m. to 4:30 p.m. – Monday through Friday

Location: Norwich Office, 401 West Thames Street, Norwich CT 06360

STRONGLY RECOMMENDED:

Excellent negotiation and mediation skills, excellent critical thinking and analytical skills/problem solving techniques, creativity to develop and implement new programs and activities relevant to the work of the Program, ability to prioritize work needs and organize those priorities, enthusiastic approach to work-related tasks and a good "teamwork" ethic, sensitivity and insight into needs of elders and disabled individuals, excellent written communication skills, excellent verbal communication skills, sincere dedication to improving the quality of life of elders and disabled individuals in long term care facilities.

EXAMPLE OF DUTIES:

Performs duties related to the Community Ombudsman Pilot Project; provides targeted outreach, education and support for the Long Term Care Ombudsman Program; recruits individuals for the Volunteer Resident Advocate Program, conducts certification training for the volunteers, develops ongoing volunteer training curriculum and materials for monthly training meetings and, in collaboration with the Regional Ombudsmen, facilitate monthly volunteer meetings and annual re-certification training; supports development of technology to promote outreach to policy makers and legislators and support research and writing reports and other documents. Will be responsible to further develop best practices and strategies for Regional Ombudsman in order to facilitate better quality care and service to individuals in the Residential Care Home setting.

Page 2 of 2
Regional Long Term Care Ombudsman

MINIMUM QUALIFICATIONS REQUIRED

KNOWLEDGE, SKILL AND ABILITY: Knowledge of the aging process; knowledge of and ability to apply relevant state and federal laws, statutes and regulations; knowledge of problems of the aged and/or disabled residing in community and long term care facilities; knowledge of community resources and agencies dealing with problems of the elderly and disabled; knowledge of training methods and techniques; knowledge of volunteer management theory; knowledge of public relations principles and practices; considerable interpersonal skills; considerable oral and written communication skills; ability to negotiate problem resolutions for clients and assist clients to speak for their own interests; ability to recruit, select, train, supervise and support volunteers and evaluate staff and volunteer performance; ability to coordinate activities of a regional program; ability to identify trends in client needs through review of program data and identify issues where broader program initiatives and advocacy are needed; ability to provide training and technical assistance; supervisory ability.

Special Requirement:

Incumbents in this class are required to travel.

Working Conditions:

Incumbents in this class may be exposed to some communicable and/or infectious diseases and disagreeable conditions while investigating complaints.

Note: This position may be filled by mandatory candidates from the Re-employment and SEBAC Lists, which we are obligated to use. Applications will be accepted from candidates and state employees who have attained permanent status in the job classification and from candidates who have taken and passed the current Examination for Regional Long Term Care Ombudsman, Exam Number 130350.

APPLICATION PROCEDURE: Interested and qualified candidates who meet the above requirements should submit a cover letter, a State of Connecticut Application for Examination or Employment (CT-HR-12), and two (2) letters of professional references from current and/or previous supervisors. The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources website at: [www.das.state.ct.us/exam/default.asp#APPLICATION FORMS](http://www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS). In lieu of references, State employees must submit copies of their two most recent performance evaluations. Please be sure to specify the job posting number on all application materials. When faxing materials, keep a copy of your completed application and the fax transmittal receipt for your records. **Due to the large number of applications received we are unable to field phone inquiries to confirm receipt of applications.** Please mail or fax your completed CT-HR-12 and the additional requested documents to:

Maria L. Taylor, Principal Human Resources Specialist
Department of Social Services
55 Sigourney Street – 5th Floor
Hartford, CT 06105
(860) 951-2979 Fax

APPLICATIONS MUST BE RECEIVED ON OR BEFORE TUESDAY, NOVEMBER 11, 2014

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.